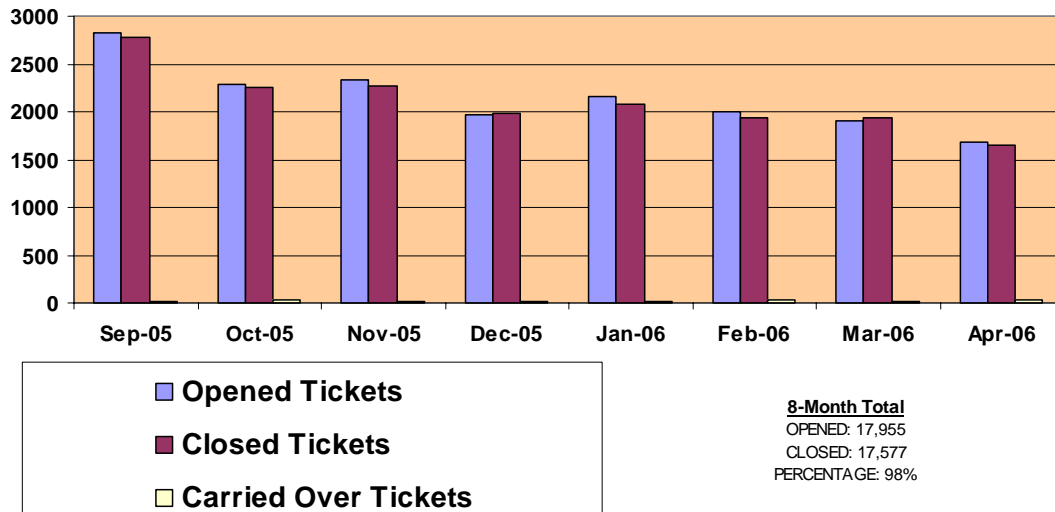
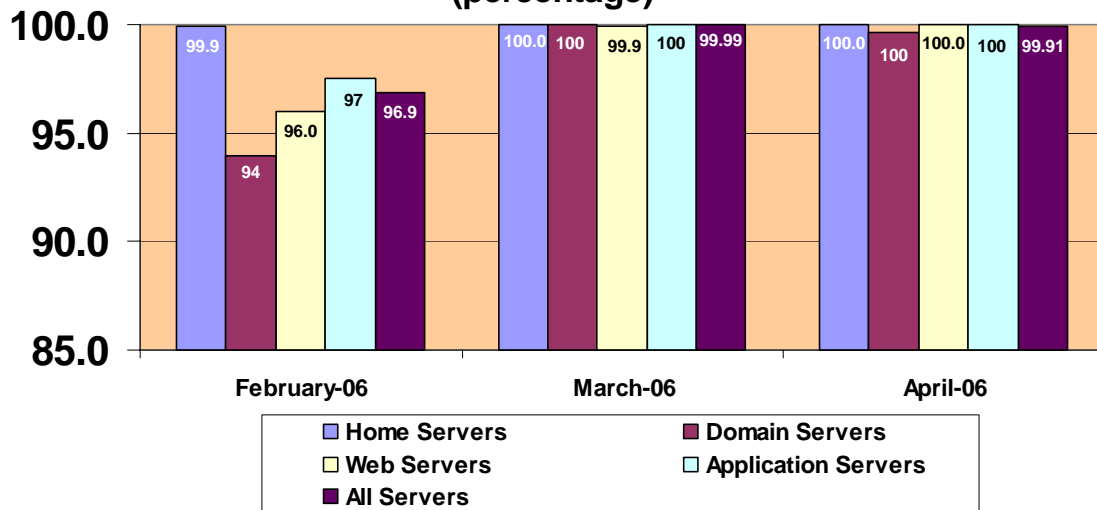


## Remedy Statistics (Monthly Service Tickets)

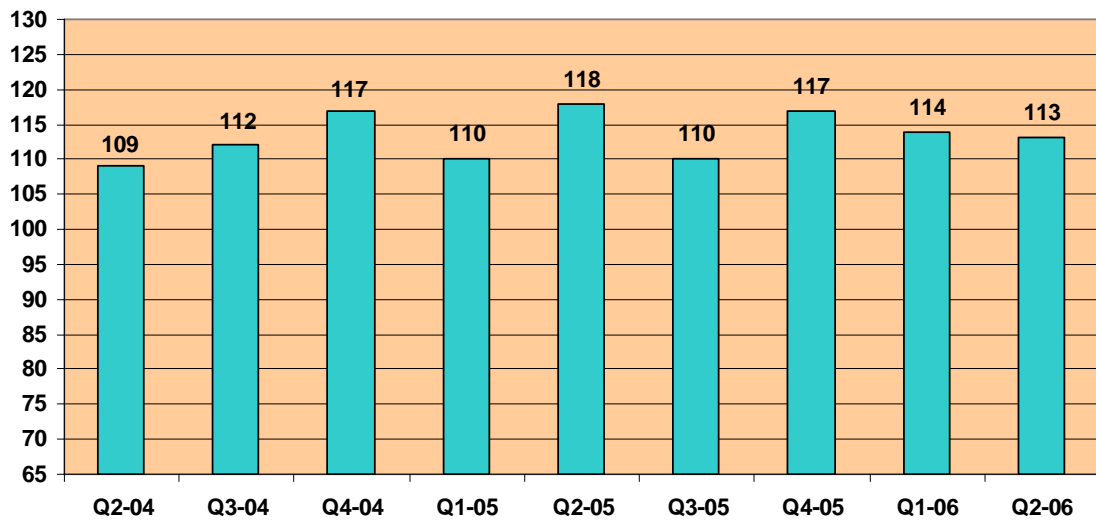


## Server Availability (percentage)

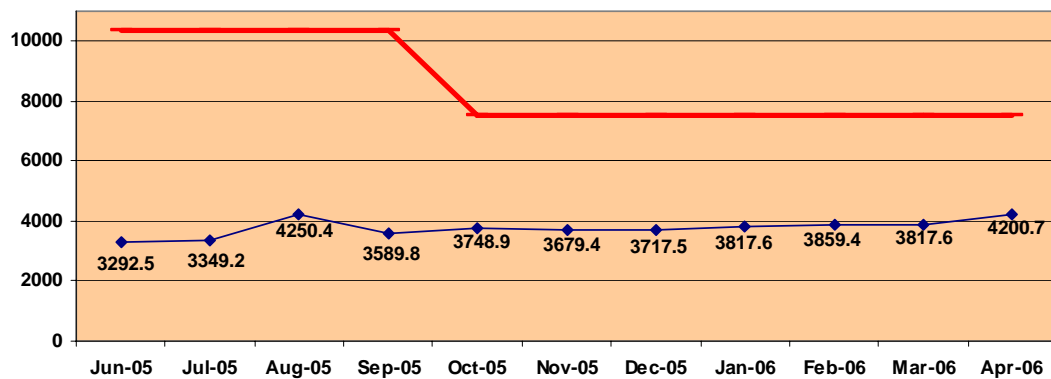


Metrics are based on the availability of these servers  
 from Monday through Friday (7:00AM to 6:00PM each day)!

**Server Count Metric**  
(Total Number of Servers in the OD Domain)

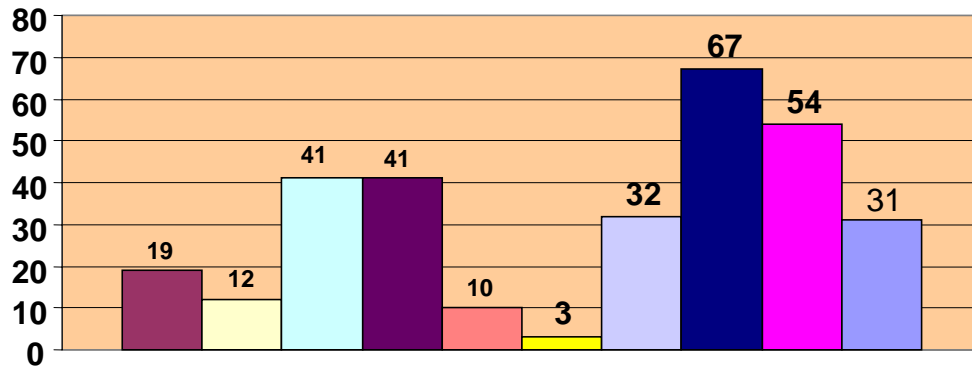


**Datastore Growth/Capacity Metric**  
(Home Disk Space - In Gb's)



—◆— In Use    — Capacity

## Incident Response Team Requests for Response (Total Requests)



■ Jul-05   ■ Aug-05   ■ Sep-05   ■ Oct-05   ■ Nov-05   ■ Dec-05   ■ Jan-06   ■ Feb-06   ■ Mar-06   ■ Apr-06

Incident Response Team Requests for Response include: Intrusion attempts against / from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.